



## WILL CASE & PARTNERS

INDEPENDENT FUNERAL DIRECTORS

### **Serving the community for 150 years.**

We are members of The National Association of Funeral Directors and subscribe to its Code of Practice, a copy of which is available upon request.

We aim to act in a professional manner and provide a personal, compassionate and dignified service for you.

#### ESTIMATES AND EXPENSES

Our estimate sets out the service we agree to supply. The estimate is an indication of the charges likely to be incurred based on the information and details we know at the date of estimate. While making every effort to ensure the accuracy of the estimate. The charges are liable to alteration, particularly where third parties change their rates or charges. We may not know the amount of third party charges in advance of the funeral. However, we give you a best estimate of such charges in the written estimate. The actual amount of the charges will be detailed and shown in the final account. If you amend your instructions, we will require your written confirmation of the changes. We may need to make an extra charge in accordance with prices published in our current price list.

**PAYMENT ARRANGEMENTS** The funeral account is due for payment within twenty-eight days of the date, shown on this account, unless otherwise agreed by us in writing. If you fail to pay us in full on the due date, we may charge you interest. Our charges will be 1.5% compound interest every twenty-eight days from funeral account date and every 28 days thereafter until it is paid in full

**IDEMNITY** You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including financing costs and including legal costs on a full indemnity basis) following any breach by you of any of your obligations under these terms. This means that you are liable to us for losses we incur because you do not comply to these terms. For example, we will charge you an administration fee where we receive a cheque from you which is subsequently not honoured or if we write to remind you that the account is overdue. If we instruct debt collection agents, we may also recover from you the fee we incur. We may claim those losses from you at any time and, if we must take legal action, we will ask the Court to make you pay our legal costs.

**DATA PROTECTION** We respect the confidential nature of the information given to us and, where you provide us with personal data, we will ensure that the data will be held securely, in confidence and processed for carrying out our services, all followed under the GDPR Data Protection Act 2018. To provide our services, we may need to pass such data to third parties and those third parties, who are performing some of the services for you, may contact you directly. Under this Act you have the right to know what data we hold on you and you can receive copies of that data. **COOLING – OFF PERIOD** You have the right to cancel this contract if you so wish. This right can be exercised by sending or taking a cancellation notice to the Funeral Director mentioned below at any time within the period of fourteen days starting with the day of receipt of a notice in writing of the right to cancel. Payment will be required for any goods or services provided within the cancellation period after your written consent has been received for the contract to begin before the end of the cancellation period.

**TERMINATION** This agreement may also be terminated before the services are delivered: (1) by us if you fail to honour your obligations under these terms and (2) by you communicating to us in writing, terminating your instructions. If we or you terminate your instructions you may, depending upon the reasons for termination, be asked to pay a reasonable amount based upon the work carried out at the time of termination.

**STANDARDS OF SERVICE** The National Association of Funeral Directors' Code of Practice requires that we provide a high-quality service in all aspects. If you have any questions or concerns about the service we provide to you, please raise them in the first instance with our designated Senior Person. If that does not resolve the problem to your satisfaction the matter can be referred to either Funeral Arbitration Scheme, all correspondence should be sent to 618 Warwick Road, Solihull, West Midlands B91 1AA.

**AGREEMENT** Your continuing instructions will amount to your continuing acceptance of these terms of business. Your instructions will not create any right enforceable (by the Contracts Right of Third Parties Act 1999) by any person not identified as our client. If any of these terms are unenforceable as drafted – it will not affect the enforceability of any other of these terms: and if it would be enforceable if amended, it will be treated as so amended. Nothing in these terms restrict or limits our liability for death or personal injury.



## Funerals Arranged Personally with Compassion and Care

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1, Stephenson Road  
Salisbury  
Wilts  
SP2 7NP  
Tel: 01722 414521

Email: [Salisbury@wcase.co.uk](mailto:Salisbury@wcase.co.uk)

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Partners: Mr Alan Puxley, Dip FD LFBIFD, MBIE,  
Mrs Sue Puxley, Dip FD, LMBIFD, B.Ed *honoris causa*  
Ms Lucy Puxley

[www.wcase.co.uk](http://www.wcase.co.uk)